



Spa Owner's Manual



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SPARCO & EASTGATE POOLS

The [SPARCO Distribution Network](#) and Eastgate Pools: two great names in swimming pools and spas. Since 1967, SPARCO member stores have been providing customers throughout the Northeastern and Central United States with quality pools, spas, patio furniture, billiard tables, pool chemicals, and accessories. By working together, SPARCO members combine the buying power of over 50 stores with years of experience.

As a member of SPARCO, Eastgate Pools brings you the best products at very competitive prices. Add in Eastgate's many years of experience, and you have a winning combination.

So for the best in swimming pools and accessories, you can trust Eastgate Pools and the SPARCO name.

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A Warm Welcome!

Ahhhhhhh.... There's nothing quite as relaxing and fun as soaking away the stresses of the day in your very own spa. You are to be congratulated for providing yourself, your family, and your friends with the physical and mental benefits of hot water therapy. Everyone at Eastgate Pools & Spas would like to thank you for placing your confidence in us.

In order to help make spa ownership as easy as possible, we have put together this spa owner's manual. This booklet will look at spa usage and maintenance issues. If at any time you have questions about the information in this booklet, just give us a call or stop by the store. Our service department is here full time, year round, to provide your spa with the top notch service it deserves. For technical information regarding your model's operation, please refer to the manufacturer's manual.



An Overview Of This Booklet

In addition to this manual, our spa manufacturers provide owner's guides that explain specific features and controls of their respective products. Please refer to the manufacturer's guidebook for specific control and feature information.

While some spa maintenance issues are pretty much common to all spas, there are other issues which are specific to certain spa brands and models. This booklet will first examine general spa information such as water chemistry and safety. After these issues are covered, we will look at maintenance issues for the specific spa models that are carried by Eastgate Pools.

Spa Chemistry

Spa Capacity

How many gallons of water does your spa hold? This seemingly simple question is extremely important when you consider that the most common spa models will hold anywhere from 150 to 550 gallons of water. A 400 gallon variance on a 20,000 gallon pool is hardly noticeable, but on a spa, what a difference.

To make life easy, we have assembled the chart shown below. This chart lists the gallonage for each of the spa models that we carry. Please keep in mind that these figures are very close, but not necessarily to the very ounce or gallon. Your spa's exact gallonage will depend on exactly where the water level is kept. For figuring purposes, though, this chart is fine. If your spa model is not listed here, please contact us at 513-528-4141 and we will get you the information that you need.

Everyday Hot Tub		Marquis Spa		Mira	
Hideaway/Rendezvous	150	Destiny	360	M520	325
Retreat	300	Epic	450	M1000/M1000NL	265
530	350	Euphoria	400	M2000	150
636	390	Mirage	265	M3000	180
		Quest	300	M4000	320
Vita Spas		Reward-2004 & prior	350	M5000	325
Rendezvous	510	Reward-2005 & newer	400	M6000/M6000NL	450
Cabaret	470	Spirit	165	M7000/M7000NL	450
Nuage	450	Wish	280	M8000/M8000NL	450
Essence	365	212	150	M9000/M9000NL	500
		Retreat	300	M10000	500
Dreammaker Eclipse	200	530	350	M10000NL	575
		636	390	Bimini	300
Reflections		Strong Spas			
Alicante I, II, III	400	Rio	275		
Cordoba	450	Cyprus	300		
Granada	500	Antigua	375		
Madrid	280				
Seville	350	Sundance			
Siesta	340	Marin	400		
Soria I	340	Hamilton	415		
Soria II & III	350	Chelsee	470		
Marbella	335	Altamar	455		
Merida I, II, III	450	Cameo	460		
Elegante	375	Optima	540		
Costa	400				
Valencia	130				

Water Testing

While your spa's water capacity is important to know, it is also important to know what the chemical levels are for the spa water. Proper chemical levels in the spa helps to ensure that the water is clear, clean, and healthy.

To save time and money, there is nothing more important than testing your spa water. It is regular testing that helps ensure that the water is of exceptional quality. Failure to test the spa on a regular basis will result in extra work and expenses for you. As an example, running your spa with a low pH can ruin the spa's heating element. (Heating elements damaged by improper water chemistry are not covered by your spa manufacturer's warranty.) This problem and others are a direct result of improper water chemistry, which is a consequence of infrequent water testing.

If water balance is so important, just how often should you test your spa? The answer to this question will vary somewhat, depending on how often your spa is used. A spa's water balance changes dramatically with use. Consider, if you will, that 4 people in a 300 gallon spa is nearly equivalent to having 270 people in a 16' x 32' inground swimming pool. As a person uses a spa, their body will naturally release body oils and perspiration into the water. These wastes greatly effect the spa's water balance.

For home spas with average usage, testing the spa three times per week will normally suffice. When testing, always wait at least one hour after the spa has been used before taking the test.

To test the spa water, Eastgate Pools recommends the use of **Test Strips**. For the exact instructions on how to use the test strips, please refer to the package of test strips that you received with the spa. If you have any questions on their use, please let us know.

Chemical Levels

Now that you have learned how to use the test strips that you received with your spa, you may be wondering what it all means. What is the significance of the bromine, pH, and total alkalinity readings that you have obtained through testing? Are there any other chemical levels to worry about?

At this time, we would like to take a look at the basics of spa water chemistry. Each of the important parameters will be looked at individually. We will also discuss their importance to each other. By keeping these chemical levels in the proper range, you will increase the life of your spa as well as your enjoyment of it.

Balanced Water

When we talk about balanced water, we are talking about water that will neither corrode nor scale. Balanced water helps keep metal pipes and heating elements from corroding. Balanced water also helps prevent scale deposits from forming on spa surfaces, pipes, and on heater elements. These scale deposits reduce the spa equipment's efficiency.

The above description tells why balanced water is important, but it does not address what balanced water actually is. Water is said to be balanced when the pH, total alkalinity, and calcium hardness are within given ranges.

pH pH is a measure of whether something is acidic, basic, or neutral, and it is always measured on a scale of 0 to 14. Everything has a pH value associated with it. A pH of 7.0 is neutral, a pH under 7.0 is acidic, and a pH over 7.0 is basic.



Your spa's pH is important for many reasons, and as such, it cannot be neglected without problems occurring. On a spa, the pH should be kept in the following range:

Recommended pH Range - 7.2 to 7.8

If the pH is not kept in the proper range, the spa owner may experience the following problems:

ph Level	Problem
ph Too Low	•Corrodes surfaces and equipment •Irritates users' skin and eyes
ph Too High	•Scales surfaces and equipment •Contributes to cloudy water •Irritates users' skin and eyes

The spa's pH is important, but it is also fairly easy to test for and adjust. All swimming pool/spa test kits should test for pH, and by now you've probably become familiar with how to use your test strips. Once you have tested the water and obtained your results, you can make any needed adjustments to the pH.

If the pH of the water tests low, you will use **WHITE RIVER LIQUID ph increase**. As per the manufacturer's directions, add this product while the pump is running. **WHITE RIVER LIQUID pH INCREASE** should be added one ounce at a time. After a minimum of thirty minutes to an hour, retest the pH and adjust further if needed.

If the pH of the water tests high, you will need to add **white river liquid ph decrease**. When adding **WHITE RIVER LIQUID pH DECREASE**, it is recommended that you mix one ounce of pH decrease to five gallons of water. This solution should then be added to the spa. The spa should be circulating. After a minimum of thirty minutes to an hour, retest the pH and adjust further if needed.

TOTAL ALKALINITY: No discussion of pH would be complete without looking at total alkalinity. In water, there are minerals which act as buffering agents. Total Alkalinity is the measurement of these alkaline materials. While this does not mean much to most of us, what is important is that these alkaline materials play a significant role in helping to maintain the spa's pH. These alkaline materials help prevent changes in the spa's pH. At proper total alkalinity levels, the pH will be more stable. This stabilizing is referred to as buffering the pH.

The total alkalinity on your spa should be kept at the following level:

Total Alkalinity - 80 to 140 Parts Per Million

In the event that the total alkalinity is out of range, the following problems may occur:

Alkalinity Level	Problem
Alkalinity Too Low	• pH is difficult to maintain - It drifts • Corrodes surfaces and equipment • Stains spa surfaces
Alkalinity Too High	• pH is difficult to adjust - It remains fixed • Scales equipment and surfaces • Makes water cloudy • Since pH stays high, sanitizer efficiency drops

Spas with low total alkalinity levels need **White River pH Buffer** added to them. This product is a powder and is very easy to add. For the proper dosages, see the container's label, or use the chart below. (Note, 1 tablespoon pH Buffer equals 1/2 ounce.)

Gallons	10ppm	20ppm	30ppm	40ppm	50ppm	60ppm	70ppm	80ppm	90ppm	100ppm
100	1 1/2 tsp	1 tbs	1 1/2 tbs	2 tbs	2 1/2 tbs	3 tbs	3 1/2 tbs	1/4 cup	1/3 cup	1/3 cup
1000	1/3 cup	1/2 cup	1 cup	1 cup	1 1/2 cups	1 3/4 cups	2 cups	2 1/2 cups	2 3/4 cups	3 cups

High total alkalinity spas require the same chemical as is used on a spa with a high pH. (**WHITE RIVER LIQUID pH DECREASE**) When adjusting the total alkalinity with this product, follow the dosage and directions as spelled out in the pH section.

If you want to save your spa's equipment, and also save money on chemicals, then keeping the total alkalinity in range is a must. In the event that the pH and total alkalinity both need to be adjusted, always adjust the total alkalinity first, since this acts as a buffer for the pH.

CALCIUM HARDNESS: Calcium hardness is a measure of dissolved calcium in the spa's water. While calcium hardness is important to water balance, it is not as frequently tested as pH and total alkalinity. In fact, most consumer test kits do not test calcium hardness. As such, periodically have your water tested by Eastgate Pools so that we can advise you as to what treatment, if any, is needed.

The calcium hardness should be kept in the following range:

Calcium Hardness - 120 to 250 PPM

If the calcium hardness is out of range, the spa owner may see the following problems:

Hardness Level	Problem
Calcium Hardness Too Low	•Corrodes Spa Equipment
Calcium Hardness Too High	•Makes Water Cloudy •Scale may form on equipment and surfaces

Since calcium hardness will be tested at our store, any recommended action , if needed, will be prescribed when we test the water. In general, spa water with low calcium hardness will need a calcium increaser, and spa water with a high calcium hardness level will need to have the water either changed or diluted with fresh water. It is also possible to control the calcium by using **White River Stain & Scale remover**.

While **White River Stain & Scale remover** will not remove the calcium from the water, it will help to keep the calcium from coming out of solution and depositing on the spa and its equipment. **Regular use of this product is essential no matter what the calcium level is for your spa water due to how calcium reacts in hot water.**

Unlike most items that dissolve in water, calcium is less soluble as the water temperature increases. What happens on spas is that the heating element will be the first place for the calcium to deposit due to its high temperature. If you see calcium deposits on the spa surface, you can almost be guaranteed that the heater will also be covered with deposits. The use of **White River Stain & Scale remover** will help prevent this problem.

Clean Water

While Balanced Water is determined by pH, total alkalinity, and calcium hardness, Clean Water is determined by the spa's sanitizer. When we talk about clean water, we are referring to more than just water that looks nice. We are referring to water that is safe for the users of the spa. Clean water is free of both visible debris as well as invisible debris like bacteria.

SPA FROG: This is our primary sanitizer and has proven to be our most popular customer choice. It allows the customer to sanitize the spa and oxidize organic waste at a minimum of effort, allowing you to enjoy the spa with less work. It is available as a floating system that you simply set out of the spa when you are using it. It relies on a Mineral chamber that lasts four full months and a bromine chamber that lasts between 3-4 weeks on average. The two components work together to give you the cleanest water possible at the least amount of work. Just follow the directions on the container for normal use, but use these simple steps to active the system:

1. Fill spa and let water reach at least 95 degrees. **DO NOT ADD MINERAL ELIMINATOR.**
2. Add 1 ounce of #1 Disinfectant.
3. Wait 24 hours.
4. Set the blue chamber to #6 (simply rotate the unit and view the number printed on the side slot). Set the yellow chamber on #5.
5. After 24 hours, on spas over 250 gallons turn the yellow cartridge down to #3. On spas less than 250 gallons, turn to #1 or slightly less.
6. Shock 1-2 times weekly with #2 Oxidizer.
7. Test your water twice weekly and make sure all your levels are in balance.

If you have just had a party or there have been lots of people in and out of your spa, add a second doze of #2 Oxidizer after it is over.



BROMINE: While nearly everyone is familiar with chlorine and its role with swimming pools, they may not be as familiar with bromine. Chlorine and bromine are in the same chemical family, but most experts feel that bromine is better suited for the hot water application of a spa.¹

Bromine Level - 3.0 to 5.0 Parts Per Million

The role of bromine in spa water is two-fold. The bromine is both a sanitizer as well as an oxidizer. In its sanitizer role, the bromine destroys micro-organisms such as bacteria, algae, fungi, and viruses. In its oxidizer role, the bromine “burns up” organic contaminants such as suntan lotion, body oils, perspiration, dust, and dirt. As the bromine sanitizes and oxidizes, it is used up. If the spa is allowed to operate with a low bromine level, the water can become unhealthy and unclean.

The proper bromine level to maintain in a spa is 3.0 to 5.0 ppm. Keeping the level much higher than this level will waste money and is hard on your skin and swimsuit. Letting the bromine level go too low can result in unclean and unhealthy water.

In order to keep the bromine level at the right level in your spa, the first thing to do is to add a 2 ounce packet of **SPA SODIUM BROMINE SHOCK** to the freshly filled spa. (One 2 ounce packet per 400 gallons.) The **SPA SODIUM BROMINE SHOCK** helps to establish a bromine residual in the spa. Each time the spa is drained and filled, add the proper dosage of **SPA SODIUM BROMINE SHOCK**. (For more detailed start up instructions, see pages 9 and 10.)

Once the **SPA SODIUM BROMINE SHOCK** is in the spa, **White river Brominating Tablets** that you place in your spa’s bromine float will dissolve and provide the bromine that is needed to keep your spa clean. **Never add bromine tablets directly to the spa as damage may result.** You will have to adjust the amount of water that flows over the bromine tablets in order to control the bromine level. The more holes that are uncovered on a floating brominator, the more water will flow over the bromine tablets. The result is a higher bromine level.



FOOTNOTE

¹ While chlorine and bromine have many of the same characteristics, bromine is more stable than chlorine in high temperature applications. If chlorine is to be used on a spa, it should be sodium dichlor granular chlorine. (WHITE RIVER DISINFECTANT for example.) Never use chlorine tablets, liquid chlorine, or calcium based granular chlorine.

It is also important to note that there are a few spas on which sodium dichlor granular chlorine must be used. These spas cannot safely use bromine because they use a spa shell material that discolors very easily. The majority of spas, though, use what is referred to as cast acrylic. On a cast acrylic spa, bromine is an acceptable option.

If your spa did not come from Eastgate Pools, or if you are unsure of your spa’s surface material, please give us a call. We will try to help you determine which sanitizer is right for your spa.

NATURE² SPA PURIFIER: As an alternative to bromine, a **Nature² Spa Purifier** may be included with your spa. The **Nature² Spa Purifier** uses natural minerals to sanitize the spa's water, coupled with a very small dose of chlorine sanitizer. (In fact, if your spa is equipped with a **Nature²** unit, bromine cannot be used on the spa. As such, do not use **SPA SODIUM BROMINE SHOCK** or **Brominating Tablets** while using a **Nature²**.)

On a **Nature²** equipped spa, you will still test and maintain your spa's pH and total alkalinity levels, just as you would with bromine or chlorine. You will not, however, be testing for bromine or chlorine. **Monopersulfate Test Strips** will allow you to measure pH, Alkalinity, and Oxidizer levels.

A **Nature² Purifier** must be used in conjunction with **White River Oxidizer**, as the **Nature²** itself has no oxidizing capabilities. Failure to use the required **White River Oxidizer** will render the **Nature²** useless and will result in cloudy water. In a later section, we will look in more detail at the recommended maintenance schedule for **Nature²** equipped spas. This section will look at bromine and **Nature²** sanitized spas. (See section entitled Maintaining Your Spa On A Regular Basis - Nature² Spas.)

The **Nature² Spa Purifier** has a 4 month life. At the end of 4 months, it should be removed and discarded. A new purifier should be added.

If you have additional questions concerning the **Nature² Spa Purifier**, or if you would like to add one to your spa, please contact an Eastgate representative.



OZONE: The use of ozone can help reduce the amount of other chemicals used in the spa. But what is ozone? Ozone is a form of oxygen that is produced when ordinary oxygen, O₂ is exposed to an ultraviolet light which converts this O₂ to O₃. This O₃ is an extremely strong oxidizer and sanitizer. Ozone is used in many parts of the world to purify drinking water. Some people call ozone "nature's sanitizer" because ozone is produced by lightning during storms.

The job of ozone in a spa is to help break down contaminants that enter the spa. Though ozone is used in some applications as a sanitizer, from a practical standpoint spas use ozone as an oxidizer. This is due to the fact that ozone does not stay in spa water for very long. The user cannot be assured that there is enough ozone in the water to provide for all of the spa's sanitizer needs. For this reason, Eastgate Pools recommends that ozone be used in conjunction with bromine, chlorine or Nature².

The use of ozone on a spa helps to keep the pH and total alkalinity balanced. The spa user is left with a spa that stays cleaner, smells better, and stays chemically balanced easier. Reduced maintenance and costs make ozone a welcome addition to any spa. If your spa does not have an ozonator, you may want to talk with our service department about having one installed.

Since ozone stays in the spa water for only a short time, there is really not a good way to test for an ozone level. By its nature, ozone converts back to oxygen after a short time, so the user doesn't have to worry about over ozonating their spa.

Schedule of Spa Maintenance

Now that we have reviewed water testing, water balance, and sanitation, we can look at a specific chemical maintenance program for your spa. In this section, we will look at the following water chemistry issues:

Chemically treating your freshly filled spa
Maintaining your spa on a regular basis
Draining and refilling your spa

TREATING YOUR FRESHLY FILLED SPA - For BROMINE, CHLORINE, AND Nature2 SYSTEMS only.
For Spa Frog systems, please use the steps outlined on page 7. Do NOT use MINERAL REMOVER. It will neutralize the SPA FROG.

The first thing that you need to add to fresh spa water, regardless of your test readings, is **White River Mineral Remover**. This product should be added at a rate of 8 ounces per 400 gallons of water, and it should be added as soon as the spa is filled and circulating. No other chemicals should be added to the spa until this product has been added. **White River Mineral Remover** helps inhibit the formation of discolored water and stains. After adding **White River Mineral Remover**, allow a minimum of 30 minutes for this chemical to circulate throughout the spa.

Once **Mineral Remover** has been added and allowed to circulate, you are ready to make any needed adjustments to balance the spa water. Always adjust the total alkalinity first, if needed. If the total alkalinity is less than 80 parts per million, add **White River pH Buffer** according to the instructions on the container or the chart found on page 5. If the total alkalinity is greater than 140 parts per million, **White River Liquid pH Decrease** will be used as per label instructions.

When adding chemicals to your spa, it is best to turn the spa jets onto high speed and allow them to run for about 10 minutes after the chemical additions. Wait at least 30 minutes for the chemicals to work into the water and stabilize before re-testing the water.

After balancing the total alkalinity, re-check the water's pH. If the pH is below 7.2, add **White River Liquid pH Increase** according to label directions. If the pH is greater than 7.8, an addition of **White River Liquid pH Decrease** will be needed. As a reminder, wait at least 30 minutes before re-checking the water.

Now that the total alkalinity and pH levels have been balanced, you are ready to add sanitizer to your spa. In most cases, bromine and **Nature²** are the best choices for spa sanitation.

If your spa is going to be set up on bromine, you will need to add **SPA SODIUM BROMINE SHOCK** at the rate of 1/2 ounce per 100 gallons of water. **SPA SODIUM BROMINE SHOCK** quickly establishes a bromine residual in your spa. To maintain this residual, use **White River Brominating Tablets**.

If your spa is equipped with a **Nature² Spa Purifier**, you will need to add the recommended dosage of granular chlorine. This chemical addition is needed to "break in" the purifier's minerals.

After carrying out the steps listed above, you will have spa water that is clean, balanced, and ready to enjoy.

MAINTAINING YOUR SPA ON A REGULAR BASIS - BROMINE SPAS

Once your spa is filled and in use, you will need to maintain the water on a regular basis. This need not be difficult. In less than five minutes, three times per week, you can keep your spa sparkling clean. For most spa owners, we suggest Monday, Wednesday, and Friday as treatment days.

Monday

Test the spa water and adjust, if needed, the total alkalinity and pH, as was discussed earlier.

If the bromine level is below 3.0, check the automatic or floating brominator. If the brominator is most of the way filled with tablets, you will need to adjust the feeder so that it dispenses larger quantities of bromine. Otherwise, add more bromine tablets to the brominator.

Finally, add 1 ounce of **White River Oxidizer** per 200 gallons of water. (1 tablespoon = .75 ounce of **White River Oxidizer**) **White River Oxidizer** is a crucial part of keeping your spa water crystal clear. Remember, run the jets on high speed for at least 10 minutes after adding chemicals to the spa.

WEDNESDAY

As you did on Monday, test the spa water and adjust, if needed, the total alkalinity, pH, and sanitizer levels.

Next, add **White River Stain & Scale Remover**. Add this product at the rate of 2 ounces per 500 gallons. **White River Stain & Scale Remover** is very important in that it helps prevent scale formation on your spa's heating element and other components.

FRIDAY

Once again, test the spa water and make any needed adjustments.

Plan on making Friday the day that you check and clean your spa filter. If you are unsure of how to remove the filter cartridge, please refer to your spa manufacturer's manual. For weekly cartridge cleaning, use your garden hose to spray off the filter.

While you have the filter open to check and clean the cartridge, refill the automatic brominator if applicable, even if it still has some tablets left in it.

Add 2 ounces of **White River Bright Water** per 500 gallons to help keep your spa water sparkling. Also add **White River Oxidizer**, as you did on Monday.

Under normal circumstances, this is all the regular weekly maintenance that you should need to perform.

MAINTAINING YOUR SPA ON A REGULAR BASIS - NATURE2 SPAS

Spa maintenance with a **Nature²** spa can be as easy, or easier, than a bromine treated spa. The following schedule should provide you excellent water clarity with a minimum of work.

MONDAY

Test the spa water and adjust, if needed, the total alkalinity and pH, as was discussed earlier.

Since it is recommended that a **Nature²** spa be given a weekly dosage of **White River Oxidizer**, Monday would be a good day to add this chemical. **White River Oxidizer** should be added at the rate of 3 tablespoons per 250 gallons of spa water.

WEDNESDAY

Test the spa water and adjust, if needed, the total alkalinity and pH.

Next, add **White River Stain & Scale Remover**. Add this product at the rate of 2 ounces per 500 gallons. **White River Stain & Scale Remover** is very important in that it helps

prevent scale formation on your spa's heating element and other components.

FRIDAY

Once again, test the spa water and make any needed adjustments.

Plan on making Friday the day that you check and clean your spa filter. If you are unsure of how to remove the filter cartridge, please refer to your spa manufacturer's manual. For weekly cartridge cleaning, use your garden hose to spray off the filter.

Add 2 ounces of **White River Bright Water** per 500 gallons to help keep your spa water sparkling.

WHEN USED

Prior to using your spa each time, add a small dose of **White River Oxidizer**. This maintenance dosage helps to keep the **Nature² Purifier** working effectively and helps to ensure crystal clear water. Add **White River Oxidizer** at the rate of 1 tablespoon per 250 gallons of spa water.

As needed add 1 teaspoon of Sodium Dichlor per 250 gallons of water, if water becomes cloudy or hazy.

Under normal circumstances, this is all the regular weekly maintenance that you should need to perform.

MAINTAINING YOUR SPA ON A REGULAR BASIS - Baquaspa SPAS

Baquaspa is an optional sanitization system. Your starter **Baquacil** kit includes a short video and an owner's manual. Please refer to it for specific instructions, but as always, feel free to call and speak with your **Eastgate Pools** Water Specialist should you have questions.

Please note that most Baquaspa products are not compatible with bromine, chlorine, or Nature². Should you desire to change your sanitizer of choice, always do so at water change time.

Never mix chemicals from different sanitizing systems.

DRAINING AND REFILLING YOUR SPA - BROMINE, CHLORINE, NATURE² SPAS

For **SPA FROG** systems, please refer to page 7.

No matter how great of a job you do maintaining your spa water, the time will come when you must drain the old water and refill your spa. Typically, spa water can be maintained for approximately 60 days. Based on your spa usage, you may need to change the water sooner. Each time you drain and refill your spa, you will need to do the following.

1. Drain all of the spa water according to the directions found in your owner's manual. If you are not sure of something, contact Eastgate Pools for additional help.
2. While the spa is drained down, thoroughly clean the spa's shell with **White River Spa Clean**. Complete instructions are on the label.
3. At this time, you should chemically clean your filter cartridge with **white river fc-5 filter cleaner**. If your filter is showing signs of wear, or if the filter can no longer be cleaned thoroughly, see your White River dealer for a replacement filter cartridge.
4. Refill your spa.
5. As you did when the spa was first filled, add 3 ounces of **White River Mineral Remover** per 500 gallons of water.
6. Test the spa water and adjust the total alkalinity and pH levels, if needed.
7. On spas using bromine, don't forget to add **SPA SODIUM BROMINE SHOCK** at the rate of 1/2 ounce per 100 gallons. Adjust and fill the brominator if needed. If your spa is equipped with a **Nature² Spa Purifier** that is 4 months old, it should be replaced. Do not forget to add the proper start up dose of **White River Oxidizer** and the recommended dose of granular chlorine. (Any time that the **Nature²** is replaced, the spa should be drained and refilled with fresh water.)
8. Let the spa water heat back up to the desired temperature and enjoy.

For **Baquaspa**, please refer to your **Baquaspa** owner's guide.

Specialized Chemistry Considerations

Even the best cared for and "balanced" spa will occasionally need a few other chemicals added to its water to keep everything in good shape. These other chemicals are commonly referred to as specialty chemicals. In this section we will look at some of the common ones and their usage. (Please, always read the manufacturer's directions and warnings before using any chemical in your spa.)

White River Foam Out

It is normal for spas to produce foam when the jets are running on high speed. This problem

usually worsens the longer the water is in the spa. To remedy this problem, add a squirt of **White River Foam OUT** to the spa water. The bubbles will disappear for a short time while you use the spa. This product is not a permanent solution. Excessive foaming may indicate the need to drain and refill the spa.

White River Spa Pizazz

Even with regular maintenance, spas can develop a water line. Some people call this line a “bath tub ring.” To help prevent this line and to help keep the filter clean, you should use **White River SPA PIZAZZ** on a regular basis. **SPA PIZAZZ** is a natural enzyme based product that naturally breaks down oils.

White River Cover Cleaner

Of all the parts of the spa that experience the elements, none can top the spa’s cover for wear and tear. **White River Cover Cleaner** will not only keep your spa cover clean, but it will also help keep the vinyl soft, prolonging the life of your cover.

Eastgate Pools & Spas also offers a variety of spa scents and aroma therapies. Feel free to try these great products. Ask any sales associate for help in selecting the scent or therapy that is right for you.

Spa Skirting

If your spa is a portable unit that uses wood skirting, you will want to take a few steps to help ensure that the skirting remains in good shape. The product that we use on our display spas is called CWF, which stands for Clear Wood Finish. CWF should be applied every season or two. CWF will slightly change the color of the skirt, and you should always try a small inconspicuous area before finishing the rest of the skirt. CWF can be purchased at most hardware stores.

"Durawood" and *"Ever-look"* synthetic skirting requires only an occasional hosing off. Do not use abrasive or harsh cleaners, and wash any soap residue off as soon as you are done cleaning.

Spa Covers

To keep the vinyl cover for your spa in good shape, clean and treat it on a regular basis. **White River Cover Cleaner** will not only remove dirt from the vinyl, but it also helps to keep the vinyl soft and pliable. The result is a cover that looks better and lasts longer

When moving the spa cover off of or onto the spa, never drag it across the decking or patio, as this dragging will wear holes in the cover. Also, when lifting the cover, do not lift it by its straps, as they could tear out.

Spa Safety

The time you spend in your spa should be relaxing and enjoyable. But like many other things in life, there are certain precautions that you must take to ensure the safety of everyone who uses the spa. The following list is intended to be a starting point for the safe use of your spa. It is in no ways meant to be an all inclusive list.

SMALL CHILDREN/PREGNANT WOMEN

Under no circumstances should small children or pregnant women use a spa without prior consultation with their physician. Exposing children or pregnant women to the hot water in a spa can cause severe medical problems. (The general rule of thumb in determining “small children” is ten years of age. Since this figure can vary, you should consult your doctor.)

Another very important reason to supervise children’s use of a spa is the risk of drowning. When supervision is not possible, the spa’s hard cover should be locked down.

MEDICAL PROBLEMS

Persons suffering from heart disease, diabetes, high or low blood pressure, or other health problems should not use a spa without consulting their doctor. Failure to follow his or her advice could result in accidental drowning in the spa.

ALCOHOL & DRUG CONCERNS

Though Hollywood likes to portray a romantic couple in a spa drinking wine, in real life this is an extremely dangerous practice that can result in drowning. Likewise, narcotics and drugs that cause sleepiness, drowsiness, or raise/lower blood pressure can have the same effect.

RISK OF BURNS

Before entering your spa, always check the water temperature with a reliable thermometer. You should never enter the spa if the water temperature exceeds 104°F.

OVER EXPOSURE

All good things must come to an end. As relaxing as your spa is, you must avoid staying in it too long, especially if you are using the spa by yourself. Overexposure to hot water can cause nausea, dizziness, and fainting. To be safe, do not use the spa for more than 10 to 15 minutes per session unless you lower the water temperature. If at all possible, do not use the spa alone.

SLIPPERY WHEN WET

The acrylic surface of your spa is more than beautiful. It can also be extremely slippery. Extreme caution must be used when entering and exiting the spa.

ELECTROCUTION

In order to protect the users of your spa from electrocution, portable radios, T.V’s, and other electrical devices must be kept away from the spa’s water. Do not attempt to operate these devices while wet. All outlets around the spa should be G.F.C.I. protected.

Filtration

The filter of your spa is one of the most important components to the spa and should be cleaned on a weekly basis. Fortunately, this is a very simple task. There are three specific housings and filter styles sold on spas at Eastgate Pools. The following are the steps you will need to take, depending on the style of filtration that your spa is equipped with.

REFLECTIONS-SKIMMER HOUSED FILTRATION

1. Remove the skimmer face plate by lifting straight up.
2. Remove the skimmer basket. It slides straight out.
3. Unscrew the filter by turning counter-clockwise.
4. Use **White River FC-5 Filter Cleaner**, per product directions.
5. Replace the basket, making sure it slides into the grooves inside the housing.
6. Slide the faceplate back over the tabs.

REFLECTIONS-OPEN FILTRATION

1. Simply lift the tray cover and unscrew the filter(s).
2. Unscrew the filter, turning counter-clockwise
3. Use **White water FC-5 Filter Cleaner**, per product instructions.
4. Replace the filters and the cover tray.

SOUTH PACIFIC FILTRATION

1. Lift the plastic housing out of the spa.
2. Gently remove the filter by lifting straight up or unscrewing.
3. Use **White River FC-5 Filter Cleaner**, per product directions.
4. Replace the filter

STRONG SPAS FILTRATION

1. Lift off the drink cover.
2. Unscrew the filter inside
3. Use **White River FC-5**, per product directions
4. Replace the filter and cover.

A spa cartridge will usually last a year or two. The better it is cleaned, the longer it will last. Eventually, though, the filter cartridge will need to be replaced. Eastgate Pools & Spas carries these replacement cartridges.

Draining & Cleaning The Spa

As was discussed earlier, regular changes of water are extremely important to your spa's well being.

To drain and clean your spa, follow the guidelines listed below:

1. An hour or two before you plan to drain your spa, set the temperature all of the way down. This will allow the heating element to cool down.
2. For spas equipped with an interior drain bib, remove the skirt panel directly below the main control panel and attach the hose to the bib. For Reflections models, unscrew the drain cap and attach a garden hose.
3. Turn off power to the spa.
4. For drain bibs located inside the cabinet, simply open the bib. Do not exert unnecessary pressure on the bib as it may break.

For Reflections models, loosen the drain plug by turning counter-clockwise. It will only go a partial TURN. When it stops, pull straight out. This will start the flow.

5. Wipe the spa surface down using a soft rag and **WHITE RIVER SPA CLEAN**. Do not use regular household cleaners to clean the spa's acrylic, as they may damage the spa's finish or cause excessive foaming.
6. Rinse the spa down with clean water.
7. Remove remaining water from the spa. (A wet/dry vacuum works great for this job. Otherwise, scoop the remaining water out.)

Now that your spa is drained out and cleaned, you are ready to refill it. To refill the spa and put it back into operation, follow the steps listed below:

- 1.** Close the drain bib or on Reflections models, push the plug in and turn clockwise to the original position. Remove the hose.
- 2.** Begin filling the spa.
- 3.** Keep filling the spa until it is at the desired level.
- 4.** Turn power on to the spa.
- 5.** Check spa for water flow. **IMPORTANT! If water is not moving through your spa when the pumps are running, you may have an air lock. Continued operation in this situation will damage internal components of the spa, such as seal sets, motors, and heating elements.** Temporarily remove the filter(s) and turn on the pumps for a few sections. This will usually get rid of the airlock. If the problem persists please call our service department for further guidance that can be rendered via the phone. They can be reached at 513-528-8878. Airlocks are common in spas so don't panic if you get one. It is a minor inconvenience that is usually very easy to dispose of.
- 6.** Reset thermostat and filtration settings.